



Enabling High Velocity Test Data Using Intelligent Automation



Client Overview

The customer is a leading Japanese airline with several decades of experience in the industry. Today, it caters to over 40 million passengers globally through its domestic and international operations with a fleet of over 230 aircraft.



The Context

The customer wanted to offer superior booking experience for travellers and empower its underlying technology infrastructure to cope with the predicted rise in traffic to Japanese destinations for the upcoming Summer Olympics. The customer decided to transition its legacy passenger service system (PSS) into a leading third-party PSS to enable seamless passenger services across various touchpoints. This transition was a major transformational exercise that involved a number of vendors who would work with the customer's dedicated internal IT team to deploy the new solution across its operational channels. As such it needed a steady high velocity data stream to test various operational scenarios. Since manual generation of such a high volume of data was practically impossible, there was a need for intelligent automation. The migration exercise posed several challenges that necessitated the need for a quality assurance partner with functional and technical expertise in PSS.

Key Challenges

Manual Test Data Creation Efforts

The transition to the new PSS required an immense volume of test data that was to be used for the quality assurance of the functional and technical features of the solution, and

also for training the large workforce of the customer to seamlessly manage the booking operations with the new PSS. The manual effort estimated for the data creation for testing and training was so large that it was nearly impossible for the activity to proceed. Without adequate test data, it was difficult to assure successful business objective fulfilment of the PSS migration exercise.

Environment Instabilities

The migration exercise involved multiple technical environments that had to be set up for the PSS to operate seamlessly. These environments had a long checklist of conditions that had to be validated before transactions could be processed, and hence would involve a considerable amount of time and effort for environment creation, every time.

Domain Expertise

An airline PSS must adhere to several compliance and regulatory requirements that are unique to the industry. Hence the customer's digital systems had to be validated by a partner proficient in the airline business system testing domain to ensure that enterprise applications like PSS are rolled out with the highest level of quality assurance.





The Solution

After a long and stringent evaluation phase, IBS was chosen as the quality assurance partner, with an objective to resolve the mounting challenge faced by the customer in creating the large volume of test data through automation, and also for end-to-end validation of the entire migration exercise. IBS' expertise in the airline testing domain enabled the customer to avail a cost-effective testing support model that offered a mix of on-site and offshore quality assurance services. With IBS' continuous support, the customer was able to successfully migrate to the new PSS for its international and domestic operations.

Highlights of the Solution

Automation of Test Data Creation

IBS was instrumental in improving productivity of the customer's testing and training practices for the new PSS. Through state-of-the-art automation tools, IBS enabled the customer to radically improve testing timelines by generating massive volumes of test and training data. This ensured that all technical and functional viabilities could be validated with accurate data and made ready for market launch quickly. The customer's workforce could also be trained on multiple booking operations scenarios and was equipped to handle future loads seamlessly. Overall efforts were reduced by as much as 70% after IBS automated the test suites and data creation.

Domain Excellence

IBS' industry acumen and domain expertise enabled the customer's IT support team to seamlessly acquaint itself with the technology challenges unique to the airline industry and helped in validating a large plethora of unique domain specific functional and technical use cases.

Environmental Health Monitoring

IBS was able to empower the customer's technology environment with stable operational conditions by automating check suites with status mails. This prevented effort loss in testing due to environment instability.





The IBS Advantage

The customer was able to successfully migrate to the new PSS with IBS' unique mix of quality assurance services that involved both on-site and offshore testing. This enabled the customer to bring down the testing costs by as much as 25%, and to improve margins while bringing on-board the latest PSS to help bolster booking experiences. By implementing best practices, creating awareness among IT support staff of the customer, and by incorporating automation across the testing landscape, IBS empowered the customer to transform its customer experience with the new PSS solution.

Generated over

6.5 M PNR data for testing and training over 4 years

Reduced testing costs by

25%

Reduced testing effort by through automation

70%



About IBS Software

IBS Software is a leading SaaS solutions provider to the travel industry globally, managing mission-critical operations for customers in the aviation, tour & cruise and hospitality industries. IBS' solutions for the aviation industry cover fleet and crew operations, aircraft maintenance, passenger services, loyalty programs, staff travel and air-cargo management. IBS also runs a real-time B2B and B2C distribution platform providing hotel room inventory, rates and availability to a global network of hospitality companies and channels. For the tour and cruise industry, IBS provides a comprehensive customer-centric, digital platform that covers onshore online and on-board solutions. IBS Software is a Blackstone portfolio company and operates from 11 offices across the world.

Further information can be found at <https://www.ibsplc.com>

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